



SERVICE DELIVERY OPERATIONS PLAN

AT&T will assign a Contract Compliance Manager to work with DIR to implement regular status meetings that are designed to review milestones associated with implementing the Next Gen contract. The meetings can be adjusted in frequency, mode, and duration to maintain effective communications for the agreed Next Gen Commitments. Quarterly Service and Performance Management meetings will be conducted to collect and disseminate performance information. This includes status reporting, risk and issues, SLA performance reviews, Performance Improvement Plans for identified deficiencies, forecasting, and publication of "Lessons Learned" when required. The number of the Service and Performance meetings can be adjusted if needed to maintain effective communications and needed results. The Compliance Manager is responsible for escalation of any items that are identified as not meeting the requirements of the CTSA. This function will be performed by the Program Manager, Heather Giordano.

1. Customer Relationship Manager

Marcus Montemayor

Strategic Account Lead

712 E. Huntland Dr., Austin, TX 78752

512-421-5160

mm3894@att.com

2. Technical Sales Support

Donald Bergeron

Strategic Account Lead

712 E. Huntland Dr., Austin, TX 78752

512-465-4693

db1238@att.com



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3. Billing Manager

Tasha Byerly

Manager – Sales Support

712 E. Huntland Dr., Austin, TX 78752

512-421-8471

tasha.byerly@att.com

4. Contract Administrator

Patricia Cadena

Customer Contracts Specialist

712 E. Huntland Dr., Austin, TX 78752

512-421-5215

pc0750@att.com

5. Other key personnel as proposed

George Spencer Sales Center Vice President State of Texas George.spencer@att.com	512-421-5033	David Spradlin Area Manager Sales Support david.g.spradlin@att.com	512-421-5200
Jimmie Zimmerman Regional Sales Manager Jimmie.zimmerman@att.com	512-465-4696	Tasha Byerly Manager Sales Support tasha.byerly@att.com	512-421-8471
Mary Brooks Regional Sales Manager mary.brooks@att.com	512-421-5030	Maria Salazar Customer Relations Service Manager maria.salazar@att.com	512-421-5105
Marcus Montemayor STRATEGIC ACCOUNT LEADmarcus.montemayor@att.com	512-421-5160	Grace Crain Manager Sales Support gg4188@att.com	512-421-5085
Donald Bergeron STRATEGIC ACCOUNT LEADdb1238@att.com	512-465-4693	Patricia Ford-Richardson Manager- Sales Support pf8501@att.com	512-421-5156
Karen Morris STRATEGIC ACCOUNT LEADkaren.morris@att.com	512 465-4695	Virginia Rust Project Manager vr6939@att.com	512-921-9771
Donald Shroyer STRATEGIC ACCOUNT LEADds815w@att.com	512-465-4705	Sonia Cardena CLIENT SOLUTIONS EXECUTIVEsonia.cardena@att.com	512-421-8719



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Art Miles ACCOUNT MANAGERart.miles@att.com	512 465-4689	Rod Rice Service Executive cr5852@att.com	512 912-9562
		TMAC:	
Mark Lindenberg STRATEGIC ACCOUNT LEADml2353@att.com	512 421-5170	Felix Di Paolo Director Network Operations Centers felix.dipaolo@att.com	917 929-5510
Saul Pacheco STRATEGIC ACCOUNT LEADsp8437@att.com	512 421-5088	John Hathaway Area Manager Network Operations john.hathaway@att.com	512 461-6784
Edmundo Lopez CLIENT SOLUTIONS EXECUTIVEel3784@att.com	512 421-5054	Judy Veith Manager Network Operations judy.veith@att.com	512 609-6860
Lynsy Inman CLIENT SOLUTIONS EXECUTIVEli6413@att.com	512 421-5079	Kevin Moulton Manager Network Operations kevin.moulton@att.com	512 609-6141
Thor Yanko STRATEGIC ACCOUNT LEADthor.yanko@att.com	512 465-4685	Kyle Olson Manager Network Operations kyle.olson@att.com	512 609-6146
William Phifer CLIENT SOLUTIONS EXECUTIVEwilliam.phifer@att.com	512 421-8788	Daniel Carreon Manager Network Operations daniel.carreon@att.com	512 609-6240
Tatum Minister STRATEGIC ACCOUNT LEADtm032g@att.com	512 421-5110	Marla Romo-Loomis Sr. Specialist-Network Support loomis.1@att.com	512 609-6147
Angelina Carter CLIENT SOLUTIONS EXECUTIVEangelina.carter@att.com	512-421-5240		
James Glombowski CLIENT SOLUTIONS EXECUTIVEjg227t@att.com	512-421-5266	17 Service Representatives 4 Communications Consultants	800-773-4688
Duwayne E Aikens Jr. STRATEGIC ACCOUNT LEADda892r@att.com	512 421-5205		
John Romeo STRATEGIC ACCOUNT LEADjr040r@att.com	512 421-5087		



AT&T Service Ordering Process:

. AT&T will accept all new service requests from Remedy via email until a permanent solution can be obtained. Initial requirement is tab delimited file delivery. Files will be provided in this way until such time as AT&T and DIR mutually agree on XML interface specifications.

AT&T has dedicated Service Representatives and Communications Consultants assigned to all State Agencies who will collaborate with DIR to take orders.

AT&T will continue its current process for Direct Billed Services for local services and SOHO. The current process provides customers with the option of using BusinessDirect eOrder, an electronic ordering tool that is available to all end users of AT&T services and provides detailed information on the status of pending and completed service requests. Customers will also have the option of placing orders via email or telephone. Most direct bill customers place orders by sending an email to their account team or a designated email box (SOTX_Enduser_Request@att.com). The system responds with an auto generated email back to the customer acknowledging receipt and providing the tracking number for reference. A service representative then contacts the customer to take ownership of the request. This activity is completed within 48 hours. Once the orders are issued, a confirmation notice is sent to the customer providing the order number and due date. A completion notification is sent to the customer after the order is completed. The Service Order Retrieval and Distribution system automatically distributes the service orders to the appropriate department for processing.

AT&T TEXAN NG Price Quote interval via the DIR Remedy solution

Quotes for services will be processed in 24 hours when there are at least 8 business hours allotted within the 24-hour turnaround time provided from the time request was submitted.

The two exceptions will be as follows:

1st Exception exists for quotes with more than 5 sites/locations which will fall under or be considered a project and SLA's will not apply.

2nd Exception exists for Metro Ethernet services including ASE, OPT-E-MAN and GigaMAN. AT&T will confirm service availability prior to providing a quote for service. AT&T will provide quote within 72 hours when there are at least 24 business hours within the 72 hours turnaround time provided.

TEXAN NG Contract rates will prevail over any quotes provided for AT&T service(s).

AT&T Scheduling Processes and Standard Service Intervals:

AT&T has scheduling processes in place today for all services included within this RFO response.



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Service	Due Date Interval Adds, Changes, Moves	Due Date Interval-Disconnects
Data		
ANALOG-INTRALATA	12 Bus.	10 Bus.
DS0-INTRALATA	12 Bus.	10 Bus.
DS1-INTRALATA	12 Bus.	10 Bus.
Add TSP	12 Bus.	
DS3-INTRALATA	Negotiated-30 Bus. Day Min.	10 Bus.
OC3-INTRALATA	Negotiated-30 Bus. Day Min.	10 Bus.
ANALOG-INTERLATA	24 Bus.	31 Cal.
DS0-INTERLATA	24 Bus.	31 Cal.
DS1-INTERLATA	24 Bus.	31 Cal.
DS3-INTERLATA	Negotiated-30 Bus. Day Min.	31 Cal.
OC3-INTERLATA	Negotiated-35 Bus. Day Min.	31 Cal.
FR/ATM DS0	N/A	31 Cal.
FR/ATM DS1	N/A	31 Cal.
ATM DS3	N/A	31 Cal.
ATM OC3	N/A	31 Cal.
PVC BETWEEN EXISTING PORTS	N/A	31 Cal.
DSL-HIGH SPEED INTERNET	5 Bus.	Next Bus. Day
AVPN Port (T1 and below)	30 Bus. Day	35 Bus. Day
AVPN Port NxT1	30 Bus. Day	36 Bus. Day
Upgrade an existing AVPN Port (T1 level)	22 Bus. Day	
AVPN Port (T3)	40 Bus. Day	35 Bus. Day
AVPN Ethernet Port 1M-1GIG	70 Bus Day	35 Bus. Day
AVPN Ethernet Port 1G-10G	70 Bus Day	35 Bus. Day
GigaMAN	70 Bus Day	10 Bus.



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OPT-E-MAN	Sales Hold	10 Bus.
Fixed Satellite	30 Bus. days for hardware and services	30 Cal.
A.S.E	70 Bus Day	30 Cal.
OPT-E-WAN is AT&T's interLATA Ethernet service.	45 Bus	30 Cal.
Managed Internet Services		
T1	30 Bus.	31 Cal.
NxT1, FRAME, or Burstable	35 Bus.	31 Cal.
T3	Negotiated-35 Bus. Day Min.	31 Cal.
ATM or Burstable T3	N/A	31 Cal.
ATM AND TIERED OC3	N/A	31 Cal.
Ethernet	70 Bus Day	35 Bus. Day
Voice		
DEDICATED OUTBOUND	35 Bus.	31 Cal.
DEDICATED OUTBOUND-PRI	35 Bus.	31 Cal.
DEDICATED TOLL FREE (Megacom)	35 Bus.	31 Cal.
SWITCHED TOLL FREE (READYLINE)	8 Bus. (RESPORG change not required)	8 Bus.
SWITCHED TOLL FREE (READYLINE)	10 Bus. (RESPORG change is required)	8 Bus.
ADVANCED TOLL FREE FEATURES	13-20 Bus.	
SWITCHED OUTBOUND (PICS) 1-10 Lines	7 Bus.	Same as Add Interval
AUTHORIZATION CODES	3 Bus.	3 Bus.
SWITCHED OUTBOUND (PICS) 11-20 Lines	9 Bus.	Same as Add Interval
SWITCHED OUTBOUND (PICS) 21-20 Lines	11 Bus.	Same as Add Interval



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Service	Due Date Interval Adds, Changes, Moves	Due Date Interval-Disconnects
SWITCHED OUTBOUND (PICS) 41-80 Lines	13 Bus.	Same as Add Interval
SWITCHED OUTBOUND (PICS) 81 + Lines	Negotiated-Large PIC Process	Negotiated-Large PIC Process
ATT Business in a Box – Managed SIP trunking	Negotiated	30 Cal.
IP FLEX with voice and data	Negotiated	30 Cal.
LD CALLING CARD	Grandfathered	48 Hrs.
Local Switched Services		
BUSINESS LINE	Next Open (2-3 Bus. Days)	Next Open (2-3 Bus. Days)
ANALOG PBX TRUNKS	12 Bus.	10 Bus.
SMARTTRUNK	14 Bus.	10 Bus.
IP FLEX with voice only	Negotiated	30 Cal.
UCaaS / HVS	45 Bus	30 Cal.
<p>Note 1: Business Day interval does not include AT&T holidays, Saturday and Sunday.</p> <p>Note 2: Due date intervals start when a complete service request is received from DIR.</p> <p>Note 3: If the Work Order is client approved after 2 p.m., the interval starts on the next bus day.</p> <p>Note 4: IntraLATA intervals are for AT&T locations only. For meet-point service, use the InterLATA interval.</p> <p>Note 5: Project intervals are negotiated. A project is based on quantity of service and scope of work.</p> <p>Note 6: Intervals assume that facilities are available. If facilities are not available, additional time is required.</p> <p>Note 7: Standard intervals represented apply to both on-net and off-net services</p> <p>Note 8: Negotiated due dates apply when special circumstances occur. (i.e. Large volume of orders, special construction, facility build-outs or special custom arrangements</p> <p>Note 9: Five or more related work orders will be considered a project.</p> <p>Note 10: Please refer to AT&T Services Geographic Reference Document. Service should be verified based on customer locations.</p> <p>Note 11: Grandfathered: Legally restricted to existing customers. NO renewals & NO MAC orders. Disconnects ONLY.</p> <p>Note 12: Sales Hold: Internal AT&T action. Do not proactively offer to new customers; propose alternate service. Existing customers are supported.</p>		



AT&T Performance Management:

AT&T will administer Performance Management with a team of support managers that are dedicated to the State of Texas. The combined team has more than 150 years of experience supporting DIR and the entities eligible to purchase services through this agreement. Performance Management will be guided by the timelines and SLAs negotiated in this contract.

AT&T Standard Reporting Capabilities:

Customer reports are available to pull information based on requested criteria, such as

- Circuit ID
- CKR - (Limited to orders placed by the DIR)
- Service order number
- Due date
- Completion date

Work order

- Project Code
- BTNs

In addition to the required reports represented in the Vendor Reporting Guide provided during onboarding, AT&T offers a variety of standard reports for each service offered. The reports are provided monthly. Some types of available data for DIR orders are:

1) Summary Report includes:

Total Number of Orders (Work orders)-Data

Total Number of Orders (Work orders)-Voice

Total Number of Orders (Work orders) Combined Voice and Data

Percent of Installations not completed within Allowable Timeframe

Total Number of Installation Orders

Total Number of Installation Orders Completed within Allowable Timeframe (Number and Percentage)

Total Number of Installation Orders Not Completed within Allowable Timeframe (Number and Percentage)

Percent of Installations not Completed on Agreed Date

Total Number of Installation Orders

Total Number of Installation Orders Completed on Agreed Date

Total Number of Installation Orders Not Completed on Agreed Date

Percent of Disconnects not Completed on Agreed Date

Total Number of Installation Orders

Total Number of Installation Orders Completed on Agreed Date



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Total Number of Installation Orders Not Completed on Agreed Date

Total Active Circuits

Total Active ISDN Circuits

2) Detail Report includes (per Work Order):

Purchase Order Number (Work Order)

Agency Code

Customer Name

Location (Address, City, State)

Project Code

Platform (Legacy S or Legacy T)

Type of Order (Voice or Data)

Service Type (AVPN, Readyline TF, NRS DS1, etc.)

DIR Release Date

DIR Requested Due Date

AT&T Due Date

AT&T Completion Date

EBD

Was Order Completed on Agreed Date? (Adds and Disconnects only)-Yes or No

Was Order Completed within Allowable Timeframe? (Adds and Disconnects only)-Yes or No

Action (Add, Disconnect, Change, PIC, UNPIC)

Allowable Interval (Adds and Disconnects only)-Based on published DIR Interval Guide

Circuit Number

3)Total Customers—This is a summary of the number of Work Orders listed by Agency/Customer Name

AT&T Enhanced Reporting Capabilities:

The customer can produce customized reports through the BusinessDirect portal by defining the parameters associated with the data required. AT&T will also work with DIR on specific requests for enhanced reporting requirements. AT&T and DIR can set up a team to review the necessary parameters for such reports and determine feasibility and possible timelines. Together, DIR and AT&T will develop an appropriate plan that supports DIR.

AT&T Training Procedures:

AT&T will conduct TEX-AN NG contract seminars to assure that our customers have the latest information.

For TEX-AN NG, AT&T will provide training for three areas:

- 1) Training on new services awarded under the TEX-AN NG contract
- 2) Contracted Services Training (for new or replacement services)
 - AT&T will conduct TEX-AN NG contract seminars/webinars to assure that our customers have the latest information upon request.



3) Training of DIR Staff

- AT&T will deliver a well-defined training program designed to provide orientation, training, and education on TEX-AN NG products and services to a broad range of customers and end-users as well as to DIR personnel. We will provide orientation on TEX-AN NG to DIR's customers and direct-bill customers throughout the State. AT&T will provide extensive and ongoing training to support the administrative functions of the DIR billing team and the sales/order functions of the DIR Network Solutions team. All training initiatives and events will include prior notification to DIR personnel of curriculum and will include sufficient time for DIR to schedule and participate if desired.

We will also provide training on all products, services, applications, and basic telecommunications knowledge (how it all fits together) as appropriate.

AT&T believes that customer training and notification are integral to customer satisfaction and efficient use of contracted services.

SERVICE DELIVERY MANAGEMENT PLAN

AT&T will provide DIR with Service Delivery Management that describes our processes and procedures for ongoing management of the end to end delivery of Services to DIR and DIR Customers. AT&T's Service Delivery Management Plan includes the following:

AT&T Support for DIR or Customer(s) conferences:

AT&T will participate in DIR conferences when invited or as determined by contractual obligations. AT&T will participate in customer(s) conferences to the extent that is possible under our marketing plan for the Government, Education, and Medical vertical markets. As stated in the Marketing Plan, AT&T will take advantage of opportunities to showcase TEX-AN NG products and services at conferences predominantly attended by TEX-AN eligible customers.

AT&T Ongoing training for both DIR and its Customers:

After AT&T's initial training blitz, we will continue to conduct TEX-AN NG contract seminars/webinars to assure that our customers have the latest information. AT&T can deliver ad hoc training for new DIR personnel on a one-on-one basis. The designated marketing coordinator will also coordinate refresher training sessions. AT&T offers extensive online tutorials through the Business Direct Learning Center. Customers can gain access to Business Direct by contacting their account team.

AT&T Processes and Procedures for Technical Support:

AT&T will provide a technical resource, Don Bergeron, to DIR for day-to-day support. The Customer Relationship Manager will be responsible for coordinating technical resource support requests above and beyond the scope of the standard support provided by the resource. AT&T will provide technical support to other customers through their assigned local account teams.



AT&T Processes and procedures for support of customers in transition:

For customers in transition, AT&T will assign a project team that will include a Service Representative, a Communications Consultant, and a Project Manager, if needed. This team will coordinate with the DIR Order/Solutions team and the customer point of contact to ensure services are coordinated and target dates are met. We will complete a first bill review after the transition to confirm the billing is correct.

AT&T Standard Reporting:

In addition to the required reports represented in the Vendor Reporting Guide provided during onboarding, AT&T offers a variety of standard reports for each service offered. Reports can be generated by Circuit ID, Service order number, Due Date, Completion date, Work Order number, and by Billed Telephone Number.

AT&T Enhanced Reporting:

The AT&T BusinessDirect website includes a reporting process that generates reports accessed directly by our customers. Both DIR and our customers will be able to closely monitor provisioning order timelines and on-time completions to ensure our customer's services are turned up on time. We will also provide trouble ticketing information and trouble resolution information via this system. Additionally, the AT&T Service Delivery team provides periodic standard reports to DIR. AT&T will work with DIR personnel to identify and address special requirements for enhanced reports.

AT&T will work with DIR to identify the requirements for enhanced reporting needs. AT&T and DIR can set up a team to review the necessary parameters for such reports and determine feasibility and possible timelines. Together, DIR and AT&T will develop an appropriate plan once all of the requirements of the reports have been identified.

AT&T Processes and Procedures for Trouble Resolution:

If trouble is encountered during the service delivery process after a service order has been completed, the trouble should be escalated to the Service Delivery helpdesk manager Kevin Moulton or delegate. Further escalations should follow the normal escalation process described in the next section.

AT&T Escalation Procedures:

TMAC Service Management ensures that escalation contact information is accurate and current as organizational changes occur. TMAC customers may escalate at their discretion when an event is not progressing as expected. TMAC internal escalation procedures are time-sensitive, and the pre-defined intervals are directly related to the service level, customer expectations, service impact, and duration.

- Most designed circuit services have a standard 1 hour escalation interval beginning at the 1st level and ending at 5th level management. As owner and DIR advocate of the trouble report, TMAC is the initiating party.



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- Some services such as DS3 and Ethernet include an immediate 1st level escalation within the TMAC when the trouble report is received, and to any workgroup responsible for “next step” resolution. The standard escalation interval for these type services is 30 minutes.
- DIR operations staff, help desks, and agency contacts are expected to use the TMAC escalation guide to notify specific individuals when trouble resolution is not progressing as expected per SLA agreements. The escalations guide is available upon written or verbal request from TMAC and also on the DIR CTS internet site. TMAC Service Management ensures that escalation contact information is accurate and current as organizational changes occur. For all escalation requests, please call the TMAC/Dedicated Customer Maintenance Center at (800) 792-8725

Escalation Contacts:

Level 1 – TMAC Technician
(800) 792-8725

Level 2 – Kevin Moulton, Manager Network Operations
(512) 609-6141, kevin.moulton@att.com

Level 2 – Judy Veith, Manager Network Operations
(512) 609-6860, judy.veith@att.com

Level 2 – Marla Romo-Loomis, Senior Specialist-Network Support
(512) 609-6147, ml6389@att.com

Level 3 – John Hathaway Area Manager TMAC Operations
(512) 461-6784, john.hathaway@att.com

Level 4 – Felix Di Paolo, Director Network Operations Centers
(917) 929-5510, felix.dipaolo@att.com



AT&T Escalation for Order and Billing - Contacts:

Level 1 - Order and Billing – Maria Salazar, Service Manager, 512 421-5105

maria.salazar@att.com

Level 2 - Orders – Pat Ford-Ritcherson, Manager, 512 421-5156 pf8501@att.com

Level 2 - Orders – Grace Crain, Manager, 512 421-5085 gq4188@att.com

Level 2 - Billing - Tasha Byerly, Manager, 512 421-8471 tasha.byerly@att.com

Level 3 – Orders and Billing - David Spradlin, Area Manager, 512 421-5200

david.g.spradlin@att.com

Timeframes are dependent on customer requirements.

AT&T Customer Notification of new services awarded under the CTSA:

AT&T will develop a method to deliver notification of new services to TEX-AN NG eligible customers. The Customer Relationship Manager will work with DIR to establish communications lists so that new product notification can be delivered via electronic communication. The AT&T TEX-AN NG website will be updated regularly as new services are awarded.

Ad hoc training for DIR personnel regarding product additions can be delivered on a one-on-one basis. Refresher training sessions can be coordinated by the designated marketing coordinator under the direction of the Customer Relationship Manager. Likewise, customer training will be made available should the end-users require detailed information regarding our product additions. This training can be delivered via electronic web conferencing using AT&T Connect service.